

Alabama Medicaid Quick Reference Guide

Verifying Eligibility

You can verify eligibility by any of the following methods:

1. Provider Electronic Solutions (PES)

- ☐ PC Software available from EDS at no charge
- ☐ IBM or IBM compatible PC required
- ☐ On-line real time environment
- ☐ The software can be downloaded at www.medicaid.alabama.gov or by calling **1-800-456-1242**

2. Point of Service

- ☐ Credit card terminals and receipt printers can be purchased from various companies

3. Provider Assistance Center **1-800-688-7989**

- ☐ All of Alabama and within a 30 mile radius of Alabama
- ☐ Hours of Operation 8:00 A.M. – 5:00 P.M. (CST)
- ☐ Primary function is to assist providers with billing issues

4. Automated Voice Response System **1-800-727-7848**

- ✈ Touch –Tone telephone ✈ 32 lines
- ✈ 7 days a week ✈ 21 hours a day
- ✈ FAX-back

Important Telephone Numbers for EDS

Provider Assistance Center 1-800-688-7989

Provider Enrollment 1-888-223-3630

Electronic Media Claims (EMC) 1-800-456-1242

Provider Relations Representatives

• Group 1 **1-800-688-7989**

CRNA, EPSDT (Physicians), Dental, Physicians, Optometric (Optometrists & Opticians), Nurse Practitioners, Podiatrists, Chiropractors, Independent Labs, Free Standing Radiology

• Group 2 **1-800-688-7989**

Children's Speciality Clinics, Prenatal Clinics, Maternity Care, Nurse Midwives, Provider Based Rural Health, Therapy Services (OT, PT, ST), Alabama Department of Senior Services, DME, Hearing Services, Ambulance, FQHC, Rehabilitation Services SAIL Waiver, Public Health - Elderly and Disabled, and HIV/AIDS Waivers, Home and Community Based Services, EPSDT, Family Planning, Prenatal and Preventive Education, Mental Health/Mental Retardation, MR/DD, Technology Assisted Waiver for Adults

• Group 3 **1-800-688-7989**

Ambulatory Surgical Centers, ESWL, Home Health, Hospice, Hospital, Nursing Home, Personal Care Services, PEC, Private Duty Nursing, Renal Dialysis Facilities, Swing Bed

EDS Operator 334-215-0111



AVRS "Quick Guide"



1-800-727-7848

Press 1 Check Amounts

- Press 1 To repeat the response
- Press 2 Another Provider Number

Press 2 Claim Status

- Press 1 For Pharmacy claims
- Press 2 For non-Medicare claims
- Press 3 For Medicare-related claims

Press 3 Eligibility, Benefits, or Other Insurance

- Press 1 Eligibility
 - Press 1 to repeat,
 - Press 2 to receive a FAX,
 - Press 3 to continue
- Press 2 Benefit Limits
 - Press 1 to repeat,
 - Press 2 to receive a FAX,
 - Press 3 to continue
- Press 3 Other Insurance
 - Press 1 to repeat,
 - Press 2 to receive a FAX,
 - Press 3 to continue

Press 4 Drug Pricing/NDC Information

- Press 1 To repeat the message
- Press 2 To check another NDC for the same provider

Press 5 Procedure Code Pricing Information

- Press 1 To repeat the message
- Press 2 To check another procedure code for the same provider.

Press 6 Prior Authorization Number Verification*

- Press 1 To repeat the message
- Press 2 To check another procedure code or NDC for the same provider

*DME providers must enter a TOS code in addition to the procedure code for pricing information.

Press 7 Recipient Household Information

Press 8 Provider Assistance Center

Press 0 Main Menu Function

Press # to signal the end of requested data.

Important Telephone Numbers for the Alabama Medicaid Agency

Long Term Care

Provider Management 1-800-688-7989

Recipient Management 1-800-362-1504

- Durable Medical Equipment
- Home and Community Based Waiver Services
- Home Health Services
- Hospice Services
- Nursing Home Care
- Private Duty Nursing (for children under 21 only)
- Targeted Case Management
- Therapies, in home (for children under 21 only)
- Technology Assisted Waiver for Adults

Medical Services

Provider/Recipient Help Line 1-800-362-1504

FAX 334-353-5556

- Adolescent pregnancy prevention
- Ambulance Services
- Ambulatory Surgical Centers
- EPSDT (Early and Periodic Screening, Diagnosis and Treatment/Well-Child Health Checkups)
- Eye Care
- Family Planning
- Federally Qualified Health Centers
- Hearing Services
- Hospital Program
- Laboratory Services
- Mental Health Services
- Patient 1st Program
- Pharmacy Program
- Physicians Program
- Radiology Services
- Renal Dialysis
- Rural Health Clinics
- Therapies, not in home
- Transplants
- Transportation, air (for children under 21 only)

Other Services

- Dental Program 334-242-5997
FAX 1-334-353-5027
- Maternity Care Program 334-353-5539
- Medicare Complete 334-242-5304
- Partnership Hospital Program (PHP) 334-242-5630
- Prenatal Education 334-353-5386
- Plan First 334-353-5263
FAX 1-334-353-4818

Prior Authorization 334-242-5441

- Dental Services 334-242-5997
(for children under 21 only)
- Durable Medical Equipment 334-242-5949
- Eye care 334-353-4650
- Home Health, additional visits 334-242-5196
(for children under 21 only)
- Inpatient psychiatric admissions 334-242-5196
(for children under 21 only)
- Pharmacy (HID) 1-800-748-0130
- Private Duty Nursing 334-242-2366
(for children under 21 only)
- Therapies, in home 334-242-5196
(for children under 21 only)
- Ambulance 334-242-5312

Third Party Division

- To report new or cancelled health insurance:
Patient's last name begins with:
 - A-G 334-242-5280
 - H-P 334-242-5254
 - Q-Z 334-242-5279
- Injury Questionnaires 334-242-5692
- Medical Records 334-242-2322
or 334-242-5312
- Trauma Cases
 - A-G 334-242-5692
 - H-P 334-242-5316
 - Q-Z 334-242-5267
- Medicare premium payments (buyin) ... 334-242-5257
- Dual Eligibility (Medicare/Medicaid) claim problems
..... 334-353-4542
- Certificate of Creditable Coverage 334-242-5313
- Health Insurance Premium Payment 334-242-3722
- Other questions 334-242-5314

Information

- ✈ **For anyone to call 334-242-5000**
- ✈ **For Medicaid recipients and providers regarding policies and procedures and/or administrative claim reviews 1-800-362-1504**

Alabama Medicaid Agency's Web Site:

www.medicaid.alabama.gov

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| ✈ Billing and Eligibility Software | ✈ Patient 1st PMP List |
| ✈ Bulletins | ✈ Provider Notices |
| ✈ Forms | ✈ Schedule of Events |
| ✈ Manuals | |